

## Hexaware Technologies and Zendesk to Work Together on Transforming Digital Experiences

**San Francisco, US and Mumbai, India October 27<sup>th</sup> 2020** – Hexaware Technologies, one of the fastest-growing next-generation providers of IT, BPS and Consulting Services, is pleased to announce that it will be working in cooperation with Zendesk. This joint strategy helps induce the added advantage of an interactive and superior customer experience for supplementing world-class enterprise deliveries and next-gen technology services.

By working with Zendesk, Hexaware will help transform digital experiences for our customers and employees through futuristic solutions that provide quick implementations, swift resolutions and real-time insights, allowing us to deliver successful digital transformations.

"We are looking forward to partnering more closely with Hexaware," said Ricardo Moreno, Vice President of Worldwide Partners, Zendesk. "The combination of our service-first CRM offerings and Hexaware's experience and expertise will deliver great experiences to our customers."

Chinmoy Banerjee, Executive Vice President & Global Head – Banking Vertical & Business Process Services, Hexaware Technologies reaffirms that this partnership will *add* value, simplify specific processes and most of all provide innovative experiences in the customer landscape. Chinmoy states, "Our partnership with Zendesk aims at bringing in the best in class products and helping us put our customers ahead of the Digital Transformation curve. This will stand true to our approach under Customer Experience Transformation."

### About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting Services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything™, Cloudify Everything™, Transform Customer Experiences™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <https://www.hexaware.com>

Safe Harbor Statement:

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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